



ANNUAL WIC VENDOR TRAINING



June 2016

REQUIRED ANNUAL TRAINING & PROGRAM HIGHLIGHTS

The State Agency is required to offer training to WIC Authorized stores on an annual basis. State agencies are allowed a variety of formats, including newsletters, videos, and interactive training. "The vendor **must** inform and train cashiers and other staff on program requirements."
(7 CFR Ch. II, § 246.(h)(B)(xii))

The federal regulation further defines what topics must be covered in the annual vendor training, these topics include the following 10 elements: Approved Infant Formula Sources; Check Procedures; Complaint Process; Minimum Stock Requirements; Program Requirement Changes; Authorized Foods; Claims Procedures; Incentive Items; Program Purpose; and Sanction System. For more detailed information on these topics please review the [Vendor Procedures Manual](#) and [Vendor Program Booklet](#).

The Kansas WIC program keeps a "[Cashier Self-Paced Training Manual](#)" on-line that can be used by the store at any time for a new cashier training or a refresher for those having trouble completing WIC transactions. One of the best training "tools" for cashiers is still the [Vendor Program Booklet](#), this is required to be at every register. The Vendor Program Booklet lists the same foods that are listed in the Client's Program Booklet but it also includes information for cashiers like "How to Complete a WIC Check Transaction," "How to Complete a Fruit and Vegetable Check Transaction," and "Vendor Responsibilities." All staff who work with WIC should know that WIC is a nutrition program that provides nutrition and health education, healthy foods, and referrals for other services to qualified women, infants and children.

The Store Manager and/or Store Trainer **must** take the training and quiz, and then share the information with store staff, especially cashiers. The quiz can be copied and used as an in-house training resource. If you choose to have cashiers take this training, please submit all quizzes so your store will get credit for training more than one person using the Kansas June 2016 training.

The quiz must be returned to the Kansas WIC office **no later than July 15, 2016**.

Only the quiz (pages 7 & 8) need to be sent back.

Please be sure your vendor ID/check stamp number is on both pages.

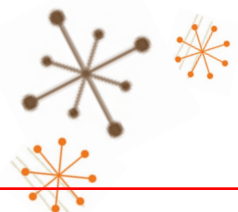
Quizzes can be **Faxed to 785-296-1326**

OR

Scanned and **emailed to vmerrow@kdheks.gov**

OR

Mailed to: Kansas Department of Health and Environment
Nutrition and WIC Services
1000 SW Jackson, Ste 220
Topeka, KS 66612



PROGRAM REQUIREMENT CHANGES

- ♦ October 1, 2015, the Kansas WIC program added new foods to the WIC approved food list. Yogurt and Whole Wheat Pasta were added. Yogurt was added as a dairy substitute. Clients may receive one quart of yogurt, 32 ounces, which will be specified on their WIC check.
 - ♦ Yogurt is a brand and size specific product. Please pay attention to the brand, size and fat content on the check. Some clients will receive low-fat or nonfat, and some will have whole fat.
 - ♦ Whole Wheat Pasta is currently a brand and size specific item.
- ♦ Kansas WIC moved to “Fresh Only” on fruits and vegetables. Clients may get any fresh produce as long as it does not come with dipping sauces, seasoning, or other ‘party tray’ type items. Fresh produce may be cut up, but must come just with the fruit and/or vegetables.
- ♦ The standard issued soy formula changed from Enfamil ProSobee to Gerber Good Start. There will be no more checks with the standardly issued Enfamil ProSobee.

What is WIC?

WIC is the Special Supplemental Nutrition Program for Women, Infants and Children (WIC) and it was established in 1974. The WIC program was created in response to studies that showed limited income pregnant

women, breastfeeding women, postpartum women, infants and children up to five years of age were at greater risk of inadequate nutrition resulting in higher infant mortality and overall diminished physical and mental health. The purpose of the WIC program is to provide supplemental foods and nutrition education, including breastfeeding promotion and support to eligible individuals who are at nutritional risk.

All WIC activities are carefully coordinated so appropriate action can be taken during critical stages of growth and development. Serious nutrition problems can thus be prevented and the overall health status of clients can be improved. WIC benefits include nutrition education, referrals to other health services, and nutritious supplemental foods.

(Manual pages 3-4)

Vendor Responsibilities

WIC vendors play an important role in the health of their community. WIC checks contain a food prescription designed to supplement the WIC client's nutritional needs. The vendor

fills the food prescription, ensuring that the client receives what is prescribed on the check. Each check is specific to that client's unique nutrition needs. The vendor agrees to comply with requirements in the Vendor Participation contract and the Kansas WIC Vendor Manual.

The WIC program works with grocery stores to ensure clients can redeem their checks by ensuring that minimum stock is available at the time the client visits the store. Stores are in the business of providing foods to their customers and frequently wish to provide their customers with specials, “Incentive Items,” that allow their customers to get the maximum foods, such as Buy-One, Get-One Free. Clients who are on the WIC program, are also customers of the store who may participate in such offers.

The only thing a store may NOT do is make these types of offers specifically for WIC clients only. All offers the store has, the WIC clients may participate in, if those items that are on special are listed/prescribed on the clients' checks.

Give all WIC clients the same service and the same courtesies as non-WIC customers. This means the client is treated with respect and given a receipt. It means that if the client brought up the wrong item, staff should use the program booklet to assist with determining what item is allowed.

(Manual pages 5-6)

Claims

A claim is the vendor's opportunity to have the State Agency (SA) reconsider a check that has not paid. The SA uses the "[Request for Reimbursement](#)" for the vendor to submit a claim. The vendor manual provides information on how to handle rejected checks. Please review the information presented In Appendix (F).

Checks are rejected when:

- Check Total Amount written on the check is Over the Maximum Amount allowed;
- Check was received/redeemed Before the "Do Not Use Before" date;
- Check was received/redeemed After the "Do Not Use After" date;
- Check was Not Signed by the client; or
- Check was Not Stamped with the unique Vendor's Check Stamp

For the first bullet only, a Vendor can use Appendix (G) to set up Automated Clearing House (ACH) transactions so ACH payments can be made for checks that reject for being "Over the Maximum Amount" allowed. A completed ACH means the system will pay the maximum allowed for that check type and peer group. However, depending on your bank's policies, the store may get charged a rejected check fee. Appendix (H) Request for Reimbursement is used when the store would like a rejected check to be considered for reimbursement.

(Manual page 16 and Appendixes F-H)

Sanctions

The vendor may be sanctioned for vendor violations in accordance with the State agency's sanction schedule. Sanctions may include administrative fines, disqualification, and civil money penalties in lieu of disqualification. The State agency must notify a vendor in writing when an investigation reveals an initial incidence of a violation for which a pattern of incidences must be established in order to impose a sanction, before another such incidence is documented, unless the SA determines, in its discretion, on a case-by-case basis, that notifying the vendor would compromise an investigation.

Kansas WIC vendors are informed if their store is determined to be in violation of WIC program policies and/or procedures, federal regulations, state statutes, the vendor participant contract or the Vendor Manual. Stores that commit violations shall be sanctioned. Vendor violations may be intentional or unintentional. The Kansas WIC program may refer vendors who commit fraud and/or abuse of the WIC program to federal, state or local authorities for prosecution under applicable statutes.

The WIC program has two levels of violations: those that result in Kansas WIC program sanctions and those that result in federally mandated sanctions. The violations are listed in the manual on pages 22-23 and includes items such as using incentive items, improper shelf labeling or more severe violations such as allowing the return of food purchased with a WIC check in exchange for cash, credit or non-food items. Imposed sanctions may include warning letters, mandatory training sessions, administrative fines, monetary claims, Civil Money Penalties, suspensions, terminations, disqualifications or any combination of sanctions. Please review this information with staff.

(Manual pages 20-25)

Minimum Stocking Requirements

The federal regulation requires each state agency to establish minimum requirements for the variety and quantity of supplemental foods

that a vendor applicant must stock to be authorized. These requirements include, at a minimum, that the vendor stock at least two different fruits, two different vegetables, and at least one whole grain cereal. The State agency may not authorize a vendor applicant unless it determines that the vendor applicant meets these minimums.

The vendor agrees to keep shelves stocked or have products immediately available on-site to satisfy minimum stock requirements at all times during the contract period. The specific brands, package size and quantities required are listed on the Kansas WIC 'Minimum Stock Requirements' form. WIC approved foods must be located in areas readily accessible to WIC clients or available elsewhere at the vendor location (e.g. back stock room.) Outdated food will not be counted in minimum stock assessments.

(Manual pages 9, 18, and Appendixes Ea/Eb)

Checks

Conducting WIC transactions correctly reduces check rejections, which saves you time and saves your store money! Following the steps below will help make sure your WIC transactions are done correctly and quickly.

STEP 1 Check the dates in the "First Date to Use" and "Last Day to Use" boxes. Do **not** accept the WIC check before or after these dates.

WIC check form details:

- Pay to the order of: **Authorized Kansas WIC Vendor Only**
- Payable through: **United Community Bank**
- Do not use before this date: **05/01/2016**
- Do not use after this date: **06/01/2016**
- Client: **Butler County WIC Clinic 1-316-321-3400**
- Client: **12345678 Jane Doe**
- Authorized Food - NO SUBSTITUTIONS:
 - 2 gallons Fat Free, Skim, 0%, 1/2% or 1% Milk
 - 36 ounces Cereal (11 ounce package or larger up to 36 1 ounces)
 - 1 11.5-12 oz containers Concentrated Juice
 - 2 dozen Large Eggs, grade AA or A
 - 15 to 16 oz cans Canned Beans

STEP 2 Ask for a **photo** identification card, expired or valid, from the United States or other countries or a WIC Program ID card. The cashier should compare the customers name on the WIC check with the name on the photo ID card. Please remember that the ID does not need to be current, but it must be a photo ID or WIC ID. (Social Security cards are not considered identification)



STEP 3 Verify the food the customer selected matches the food listed on the WIC check. Use the WIC Program Booklet as a guide.



STEP 4 Ring up the WIC items.

WIC check form details:

- Authorized Food - NO SUBSTITUTIONS:
 - 2 gallons Fat Free, Skim, 0%, 1/2% or 1% Milk
 - 36 ounces Cereal (11 ounce package or larger up to 36 1 ounces)
 - 1 11.5-12 oz containers Concentrated Juice
 - 2 dozen Large Eggs, grade AA or A
 - 15 to 16 oz cans Canned Beans

WIC check form details:

- Do not use before this date: **05/01/2016**
- Do not use after this date: **06/01/2016**
- Cashier's Initials: **mg**
- Pay Exactly: **\$15.10**
- Vendor must deposit by: **06/30/2016**

STEP 5 Write in the date of the transaction, **use black ink**.

STEP 6 Write in the amount of the WIC purchase, **use black ink**. For a regular WIC check transaction, write the amount of the purchase. For a Fruit and Vegetable Check (FVC) write in the purchase amount, up to the amount printed on the check. The WIC customer is responsible to pay the difference for items over the amount listed on the FVC.

WIC check form details:

- Do not use before this date: **05/01/2016**
- Do not use after this date: **06/01/2016**
- Cashier's Initials: **mg**
- Pay Exactly: **\$15.10**
- Vendor must deposit by: **06/30/2016**

STEP 7 Write your initials in the "Cashier's Initials" box, **use only black ink**.

WIC check form details:

- Do not use before this date: **05/01/2016**
- Do not use after this date: **06/01/2016**
- Cashier's Initials: **mg**
- Pay Exactly: **\$15.10**
- Vendor must deposit by: **06/30/2016**

STEP 8 Hand the check to the WIC customer to sign and date the check.

STEP 9 Provide the customer a **receipt** for the transaction and return the photo ID card.

The store must ensure their unique vendor specific check stamp number is placed in the box and that the check is deposited within 30 days from the last date of use.

The store must keep receipts for a minimum of 30 days.

WIC check form details:

- Do not use before this date: **05/01/2016**
- Do not use after this date: **06/01/2016**
- Cashier's Initials: **mg**
- Pay Exactly: **\$15.10**
- Vendor must deposit by: **06/30/2016**

Approved Supplemental Foods

The Kansas WIC program provides authorized foods to clients via a retail purchase system using contracted grocery vendors. Authorized supplemental foods mean those supplemental foods authorized by the State for issuance to a particular client.

WIC checks may be used to purchase only the items specified either on the WIC check and/or listed in the approved foods section of the Kansas WIC Program Booklet "Information for Vendors". Clients are not required to purchase all items on their checks or the full amount of items specified. No foods or container sizes can be substituted for those items specified on the checks.



KCHS - WIC Program, 1080 SW Jackson, Suite 200 Topeka, KS 66612-2716 - 1-800-333-4262		1120015019
Pay to the order of: Payable Through:	Authorized Kansas WIC Vendor Only	Do not use before this date: 06/01/2016
Client: Butler County WIC Clinic 1-316-329-3400	Client: 12345678 Jane Doe	File in actual purchase date: [blank]
AUTHORIZED FOOD - NO SUBSTITUTIONS		Do not use after this date: 06/01/2016
Quantity Description		
2 gallons Fat Free, Skim, 0%, 1/2% or 1% Milk		
36 ounces Cereal (11 ounce package or larger up to 36 ounces)		
1 11.5-12 oz containers Concentrated Juice		
2 dozen Large Eggs, grade AA or A		
15 to 16 oz cans Canned Beans		

Brand Specific Foods	Non-brand Specific Foods
Infant Formula	Baby Food
Breakfast Cereals	Infant Cereal
Juice	Fruits and Vegetables
Whole Wheat Breads/Tortillas	Corn Tortillas/Brown Rice
Soy Milk	Peanut Butter/Beans/Fish
STORE BRANDS/LEAST EXPENSIVE: Milk, Eggs, and Cheese	



Clients' checks used by a client to obtain supplemental foods are very specific to what the WIC client may buy and the Vendor Program Booklet helps further define what those products may or may not be. The critical piece for the store is to ensure cashiers are looking at the items listed on the check and then using the vendor program booklet to ensure the correct brand is purchased when the item is brand specific.

Please review the Vendor Program Booklet for the list of approved foods. The major changes were adding whole wheat pasta, yogurt and "Fresh Only" FVC. Sizes for whole grains are restricted to the 16oz, unless otherwise noted (instant brown rice can be a 14 oz size container and breads/rolls/buns can be in the 12, 16, 20, or 24 ounce sizes.)

(Manual page 14 & the Kansas WIC Program Booklet "Information for Vendors")

Infant Formulas

Infant formula must be purchased from an approved wholesaler and the Kansas WIC program has approved specific authorized infant formula manufacturers. The following manufacturers are approved:

- Abbott Nutrition
- Nestlé HealthCare Nutrition, Inc.
- Bright Beginnings
- Mead Johnson Nutritional Group
- Nutricia North America
- Solace Nutrition

For more information about the Kansas WIC infant formula requirements please review the information found on the Formula Manufacturers and Products policy.

http://www.kansaswic.org/download/Formula_Manufacturers_Products_rev.pdf

(Manual pages 5, 6, 10, 22)

Coupons/Incentive Items?

WIC clients are strongly encouraged to use coupons, store specials and loyalty cards to purchase WIC foods. The use of coupons, store specials and loyalty cards does not alter the determination of the least expensive brand. Clients are instructed to buy the authorized food product that has the lowest shelf price when shopping. WIC clients should be afforded the same opportunities and offers as other regular shoppers in your store.

The following incentive items are not to be provided to WIC customers: Services which result in a conflict of interest or the appearance of such conflict, e.g. assistance with applying for WIC benefits; Lottery tickets provided to customers at no charge or below face value; Cash gifts in any amount for any reason; Anything made available in a public area as a complimentary gift which may be consumed or taken without charge; An allowable incentive item provided more than once per customer per shopping visit, regardless of the number of customers or food instruments involved, unless the incentive items had been obtained by the vendor at no cost or the total value of multiple incentive items provided during one shopping visit would not exceed the less-than-\$2 nominal value limit; Food, merchandise or services of greater than nominal value provided to the customer; Food, merchandise sold to customers below cost, or services purchased by customers below fair market value; Any kind of incentive item which incurs a liability for the WIC Program; and any kind of incentive item which violates any Federal, State, or local law or regulations.

Stores may offer other incentives, such as a package of free diapers if you visit our store, but the offer must be for everyone, not as an elicitation to get WIC clients to spend their checks at the store. The only thing that WIC clients cannot participate in is Rain Checks. Clients have only the one opportunity to redeem the check and they must leave the store with the items that are being redeemed with that check that day.

Clients may not get Rain Checks or Cash Back with their WIC checks. All items listed on the WIC check must be available at the time of purchase.

(Manual page 15)

Complaints

The WIC program's success is based on the partnership between the State Agency (SA), the Local Agency (LA), the client and you, the grocery store/vendor. The program expects both clients and store staff treat each other with the respect and dignity we each deserve. Clients may file complaints against stores when staff treat them rudely or when they are denied a product that is printed on their check.

Did you know that stores have the right to make a complaint against clients as well? If you wish to make a complaint about a client, please call your LA. All reports of abuse and/or complaints should be made within ten days after the incident. The complaint will be discussed with the client and appropriate actions taken.

(Manual pages 7, 8, & 19)

Stores who are in contract renewal year will need to ensure at least one person receives the required face-to-face training. Stores in the following counties will be receiving face-to-face training and monitoring visits by their LA for contract renewal: Anderson, Barton, Cheyenne, Clark, Decatur, Dickinson, Douglas, Finney, Ford, Franklin, Geary, Gove, Graham, Grant, Gray, Greeley, Hamilton, Haskell, Hodgeman, Kearney, Lane, Leavenworth, Linn, Logan, Marion, Meade, Morris, Morton, Ness, Norton, Pawnee, Rawlins, Rice, Rush, Scott, Sheridan, Sherman, Stafford, Stanton, Stevens, Thomas, Trego, Wallace, Wilson, Woodson, and Wyandotte.

****In August the SA will send contracts out that will require signatures to be submitted by September 9, 2016.***

REQUIRED QUIZ

Please complete this quiz and fax (both the front and the back) to 785-296-1326, scan and emailed to vmerrow@kdheks.gov, or mail to the address listed on page 1 of the annual training.

Returning this quiz is confirmation that your store has received the annual training information. The person completing this quiz is required, by the Vendor Participation Contract your store has signed, to make sure other staff conducting WIC transactions are trained according to the information in this newsletter and the Vendor Manual. A copy of the Vendor Manual is kept on line at:

www.kansaswic/vendors/vendor_training

Multiple Choice (circle one):

VENDOR STAMP ID:

1. WIC is a Special Supplemental Nutrition Program that provides:
 - A. Housing assistance
 - B. Foods for the whole family
 - C. Nutrition education information and nutritious foods
2. Once a WIC check has been deposited, the bank of first deposit (your bank) credits your account according to the normal bank procedures and established edits. In which cases of a rejected check could the store submit a "Request for Reimbursement?"
 - A. Damaged check
 - B. Over the allowed amount due to allowing a non WIC item to be sold
 - C. Over the allowed amount due to selling more WIC items than listed on the check
3. WIC customers may participate in the following promotions:
 - A. Buy-one, Get-one Free
 - B. Free diapers for WIC clients who use their WIC checks at the store
 - C. \$5 free produce when you use your WIC Fruits and Vegetable Check at our store
4. A store should contact their Local Agency if a client attempts:
 - A. To purchase unauthorized foods
 - B. To exchange an outdated product they purchased the day before
 - C. To purchase items that are listed on their WIC check
5. What role does the vendor play in WIC?
 - A. Ensure clients only get the cheapest products
 - B. Provide nutritious WIC foods that promote the healthiest possible birth outcomes
 - C. Provide incentive items to WIC clients only

Continued on the NEXT PAGE

REQUIRED QUIZ, cont.

Multiple Choice (circle one):

6. A store can receive sanctions for the following action:

- A. Failure to submit a Quarterly Price Assessment by the due date indicated
- B. Cashier provided the WIC client a receipt
- C. Purchasing infant formula from a WIC approved wholesaler

7. Circle **ALL the foods** that are an allowable WIC food item:

- | | |
|------------------------------------|--|
| Canned peaches in 100% juice | Refrigerated Orange Juice in a 64 oz container |
| 100% Whole Wheat dinner rolls 12oz | Organic Peanut Butter in a 16.5 oz. jar |
| Barilla Whole Wheat Pasta 16oz | Quaker Instant Oatmeal 18 oz. container |
| Garlic | Lactose Free Milk |

True or False:

- | | | |
|--|----------|----------|
| 8. The vendor may complete a "Request for Reimbursement," when the cashier forgets to have the client sign the check. | T | F |
| 9. The cashier should request to see the clients identification card and if it is not current, do not accept the WIC check for redemption. | T | F |
| 10. The purpose of WIC is to provide supplemental foods, nutrition education, including breastfeeding promotion and support. | T | F |
| 11. Any brand of yogurt is now allowed in 4, 16 and 32 ounce sizes. | T | F |
| 12. If a WIC customer attempts to purchase food items not listed on their WIC check, you should accept the check to keep the customer satisfied. | T | F |
| 13. The store may offer WIC clients special discounts and offers so the client will use their check at the store. | T | F |
| 14. WIC clients may purchase a sack of potatoes with their FVC. | T | F |
| 15. WIC is a nutrition program that serves anyone who is needing food. | T | F |

Person completing this Quiz _____

VENDOR STAMP # _____

Title: _____

STORE NAME: _____

Janna Gunckle
(785)296-1325

E-mail: jgunckle@kdheks.gov

STATE CONTACT INFORMATION
Kansas Department of Health & Environment
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